



COVID-19 Emergency Operations Center

SOP No: MS-133
Draft Date: 4/8/2022

Standard Operating Procedure

Subject: Building Maintenance for Medical Shelter Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance on conducting maintenance requests when there is a maintenance issue within the facility at a Medical Sheltering Site

2. Procedure

The building owner, or designate, is responsible for property upkeep and maintenance, including:

- Maintaining facility safety and security
- Conducting required preventative site maintenance work, and keeping records of maintenance work performed and inventory (including equipment and tools)
- Ensuring all required current business licenses are up to date
- Keeping copies of all building keys
- Keeping copies of all key reprogramming cards

Repairs and Renovations

- Emergencies, hazards, and critical health issues must be addressed immediately
- Regular maintenance must be completed quickly after a maintenance request has been sent by site management staff

3. Maintenance Request Process

1. Site Management has been notified of maintenance issue in an unoccupied room
 - i. If room is dirty, Site Management will request room cleaning from Cleaning Service
2. Site Management lead will submit maintenance request to building owner or designate.
 - i. Template for Room Maintenance Request:
 1. Date of Issue
 2. Room Number
 3. Maintenance Issue
 4. Room Status (Clean/Dirty/Occupied)
 - ii. Template for Facility Maintenance Request:
 1. Date of Issue
 2. Location within Facility
 - iii. Template for Requesting Extra Equipment (TV/Phones/Heaters)
 1. Item Name
 2. Current Quantity
 3. Requested Quantity
3. Building owner will conduct maintenance work within 24-hours of maintenance request and room availability
4. If equipment has been requested, building owner will provide a weekly update with arrival time.